Agency IT Strategic Plan

Agency IT Strategic Plan

Secretariat: Commerce and Trade   Agency Code: 222

Agency: Dept. of Professional & Occupational Regulation

Agency Mission Statement:

We serve and protect the public through licensure of qualified individuals and businesses in professions which, if not regulated, may ahrm the public's health, safety and welfare. We administer and enforce laws that demand competency and standards of professional conduct, while promoting public awareness of agency services.

Agency IT Vision Statement:

The future IT environment at the Department of Professional and Occupational Regulation is one of continued integration and centralization of all IT systems and functions used by the department. This integration and centralization of all IT systems will result in increased efficiencies by the staff at DPOR as well as improved customer service. Steps are already underway to implement this vision. The Department already has a shared directory IT infrastructure which allows for the sharing of information from a centralized location. By integrating all of this information in one location, the processes used by the staff and the ability to obtain information have improved. The completion of EAGLES, a project to develop a web-enabled application to replace our legacy systems is a step towards towards integration and centralization. This project was the result of the sections within the Department meeting as part of a taskforce and coming up with an IT system that combined the best features and information that the staff needed. Once the project has been completed, everyone within the Department will be able to access the same information from one application rather than having to use multiple applications. EAGLES will allow for information to be accessed quickly and easily, thereby improving the work of the staff, the overall work environment at the Department, and the response time to customer requests. EAGLES will als allow for filing of applications for licensure and license renewal via the Internet.We will continue support the electronic government initiative of the Commonwealth by providing more services and information to citizens via the internet.

Total Employees: 144

Total IT Employees: 8

Project Selection Criteria: A technical evaluation of a project is first developed. The senior management team using their business knowledge and strategic planning direction determines whether a project is selected based on a cost benefit analysis.

Business Case Development: N/A

Risk Assessment Methodologies: Risks are first identified and then an analysis of the liklihood of an event occuring is determined. This is usually accomplished by examining past history. If the benefits to the organization outweighs the risk, then project is accepted.

Prioritization Schema: Projects that support the agency mission and are expected to improve program or operational performannce are prioritized based on cost,benefits, and timeframe for completion.

The Information Technology Strategic Planning effort is conducted by the Virginia Information Technologies Agency.

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Core Business Activities:

Core Business Activity Title	Core Business Activity Description	Core Business Actity Sub-Function Title	Core Business Activity Sub-Function Description
CONSUMER AFFAIRS	Efforts to protect the individual consumer and business community from unfair economic practice and from suffering economic injuries caused by actions of another party, and to ensure that products and services meet established standards.	Regulation of Professions and Occupations	Efforts to assure certain standards of competency, quality and performance of professional services.

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Key Customers Associated With Each Core Business Activity :

Core Business Activity Title	Core Business Activity Description	Core Business Actity Sub-Function Title	Core Business Activity Sub-Function Description
CONSUMER AFFAIRS	Efforts to protect the individual consumer and business community from unfair economic practice and from suffering economic injuries caused by actions of another party, and to ensure that products and services meet established standards.	Regulation of Professions and Occupations	Efforts to assure certain standards of competency, quality and performance of professional services.

Key Customers

Consumers of regulant services

Federal Government Agencies

Local Government Agencies

Potential licensees

Professional and Occupational Board Members

Regulant population

State Government Agencies

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Key Activites and Associated Outcomes:

Key Activity	Associated Outcome
Enforcement	Alleged violations of statutory and regulatory business practices are investigated and adjudicated in order to protect the public health, safety and welfare.
Fair Housing	Administration of the Virginia Fair Housing Office to ensure compliance with Fair Housing Laws, which prohibit discriminatory practices with respect to residential housing in order to protect and insure the health, safety and welfare of all citizens.
Licensure, certification and registation	Licenses, certifications and registrations are efficiently issued in accordance with statutory and regulatory mandates to protect public health, safety and welfare.
Public Information and Education	Increase public awareness and understanding of professional and occupational licensure requirements, enforcement authority and other agency services to protect public health, safety and welfare.

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Major IT Projects

Approved for Preliminary Planning — The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for inclusion in your IT Strategic Plan. A project proposal must be submitted to the CIO before the project(s) will be considered for planning approval. Procurements in support of the project(s) are not approved for submission to the VITA Project Management Division (PMD) for execution until the project has been Approved for Planning by the CIO. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.
http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc

There are no major projects approved for preliminary planning.

Approved for Planning — The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for planning. This approval constitutes authorization to undertake the planning necessary to complete a detailed project proposal and project charter for consideration by the Secretariat Oversight Committee and the CIO. Projects "Approved for Planning" must be formally approved for development by the Commonwealth IT Investment Board prior to beginning Phase 3 of the project lifecycle (Project Planning) and execution as defined in the Commonwealth Project Management Guideline. Procurements in support of developing the detailed project proposal and charter are approved for submission to the VITA Project Management Division (PMD) for execution, in accordance with PMD procedures. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.
http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc

There are no major projects approved for planning.

Active Projects — The following project(s) are(is) scheduled to continue in the 2004-2006 Budget Biennium as an Active Project. All Active Projects must be tracked on the Commonwealth Information Technology Major Projects Dashboard and are subject to monthly review by the CIO. The CIO is authorized to assess progress of all Active Projects and recommend termination of a project to the Commonwealth IT Investment Board.

Project Formal Title	Planned Start Date	Planned Completion Date	Estimate At Completion
Electronic Access to the Government Licensing and Enforcement System(EAGLES)	11/21/2001	12/31/2003	$1,400,000

Collaboration Opportunity — The following project(s) is (are) designated as a Collaboration Opportunity. Your agency should consult with the other agencies listed on the corresponding collaboration report and evaluate whether collaboration between agencies on these projects is feasible. The results of your collaboration efforts and evaluation should be reported when the project is presented to the Commonwealth IT Investment Board for "Development Approval".

There are no collaboration opportunity projects.

Major IT Procurements

Approved Major IT Procurements - The following major procurements are approved for submission to the VITA Project Management Division (PMD) for execution in accordance with PMD procedures.

There are no approved major procurements.

Disapproved Major IT Procurements - The following major procurements are not approved for submission to the VITA Project Management Division (PMD). The agency should not take any action on the major procurements listed below.

There are no disapproved major procurements.

<u>Non-major IT Projects</u>

Approved for Planning— The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for planning. This approval constitutes authorization to undertake the planning necessary to complete a detailed project proposal and project charter for consideration by the CIO. Projects "Approved for Planning" must be formally approved for development by the CIO prior to beginning Phase 3 of the project lifecycle (Project Planning) and execution as defined in the Commonwealth Project Management Guideline. Procurements in support of developing the detailed project proposal and charter are approved for submission to the VITA Project Management Division (PMD) for execution, in accordance with PMD procedures. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.

http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc

There are no non-major projects approved for planning.

Non-major IT Procurements

Approved Non-major IT Procurements - The following non-major procurements are approved for submission to the VITA Project Management Division (PMD) for execution in accordance with PMD procedures.

There are no approved non-major procurements.

Disapproved Non-major IT Procurements - The following non-major procurements are not approved for submission to the VITA Project Management Division (PMD). The agency should not take any action on the major procurements listed below.

There are no disapproved non-major procurements.